

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes South Conference Room
December 17, 2003 at 1:30 p.m.**

| Agenda Item | Notes |
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| Member's Present: | John Craig, Vice-Chair-AFSCME, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Cindy Morton-Revenue, Bill Gardam-Human Services and Roger Stirler-Education |
| Member's Absent: | Nancy Richardson, Chair-Transportation, Dean Lerner-Inspections and Appeals, Karen Sinclair-Treasurer, Lance Noe-Drake, Bev Schmeling-Public Safety and Penny Westfall-Law Enforcement Academy |
| Other Attendees: | Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning , Inspections and Appeals and Patti Allen, DAS-Adm. |
| Opening Remarks: | <ol style="list-style-type: none"> 1. Vice-Chairperson John Craig called the meeting to order. 2. Cindy Morton, made the motion to approve the minutes from the November 19, 2003 meeting and Roger Stirler 2nd the motion. 3. The motion carried and the minutes were approved. |
| Rates | <p>Nancy Berggren shared the revised HRE Utility Rates. The following changes were made in the rates based on directions at the previous HRE Customer Council:</p> <ul style="list-style-type: none"> • Permanent part-time employees were added to the employee count • Regents, Community Based Corrections, and Fair Authority employee counts were verified. • The 2.5% across the board cut was calculated into the HRE expenses. <p>Nancy also indicated that the Regents only use Benefit services for which they already pay the other rates (for example, the \$2.00 health and dental insurance fee). Regents does not receive benefit services that are included under the utility rate. Therefore, their benefit fee was adjusted to recognize that.</p> <p>Nancy also indicated that HRE finance will be running all the rates through DOM, to make sure the employee counts are correct. In addition, if there should be any action taken by the Legislature that effects the rates, Nancy will inform the customer council.</p> <p>Cindy Morton made the motion that the rates be approved. Bill Snyder 2nd the motion and the motion carried.</p> <p>Nancy also reviewed with the customer council the rates for the add-on services. All are based on the hourly salary and benefits costs, plus expenses, of those performing the service. However, the PEO and temporary employment services are a one-time fee of \$25 and \$10. This fee is in addition to the fees Merit Resources and Olsten Services charge.</p> |
| Communications Update: | <p>Patti Allen distributed the "Proposed Rate Package Worksheet/Preliminary Schedule". Patti indicated that on January 15, 2004 DAS wants to distribute rate packages for all the DAS enterprises, with meetings scheduled after that to discuss the rates with customers. Feedback on the rates will be accepted until February 15, 2004. The customer council discussed this plan and suggested a meeting be held when the rates are distributed on January 15. The meeting may be important at that time so financial officers will have an understanding of the rates before they begin to review the rates. The council also indicated that a 3-ring binder would be a good way to distribute the rates. Patti indicated that this discussion was very helpful and would like to meet with the council again after she has considered their comments and adjusted the communication plan. The council decided that a late December meeting would be appropriate for this discussion.</p> <p>Bill Gardam asked how the money would be distributed to departments—as a lump sum to each department or to various entities within the department. Nancy Berggren indicated she would visit with Denise Sturm and get back to the council.</p> |
| Topics for next meeting: | <p>December 31st meeting will be to discuss the revised communication plan.</p> <p>The meeting after that will be February 4th at 1:30. The purpose of that meeting will be to begin review of the HRE FY '06 Business Plan.</p> |

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| Next meeting: | December 31st in GRIMES NORTH CONFERENCE ROOM at 10:00 <u>A.M.</u> |
| Meeting Adjourned: | The meeting was adjourned at 3:00 p.m. |